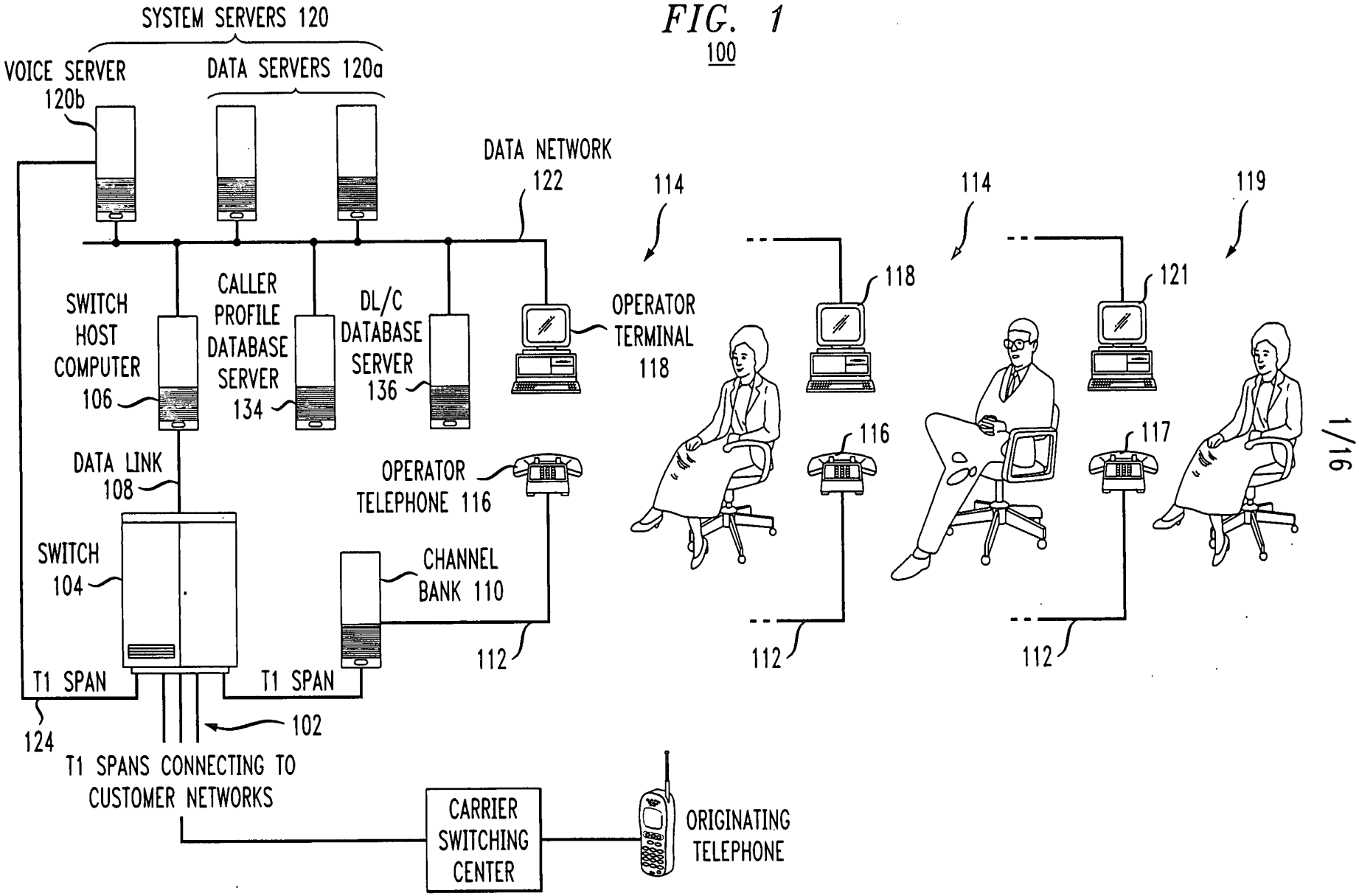

SYSTEM SERVERS 120
VOICE SERVER 120b
DATA SERVERS 120a
DATA NETWORK 122
114
114
119
SWITCH HOST COMPUTER 106
CALLER PROFILE DATABASE SERVER 134
DL/C DATABASE SERVER 136
OPERATOR TERMINAL 118
118
121
DATA LINK 108
OPERATOR TELEPHONE 116
116
117
SWITCH 104
CHANNEL BANK 110
112
112
112
T1 SPAN
T1 SPAN
124
102
T1 SPANS CONNECTING TO CUSTOMER NETWORKS
CARRIER SWITCHING CENTER
ORIGINATING TELEPHONE

FIG. 1

100

FIG. 2

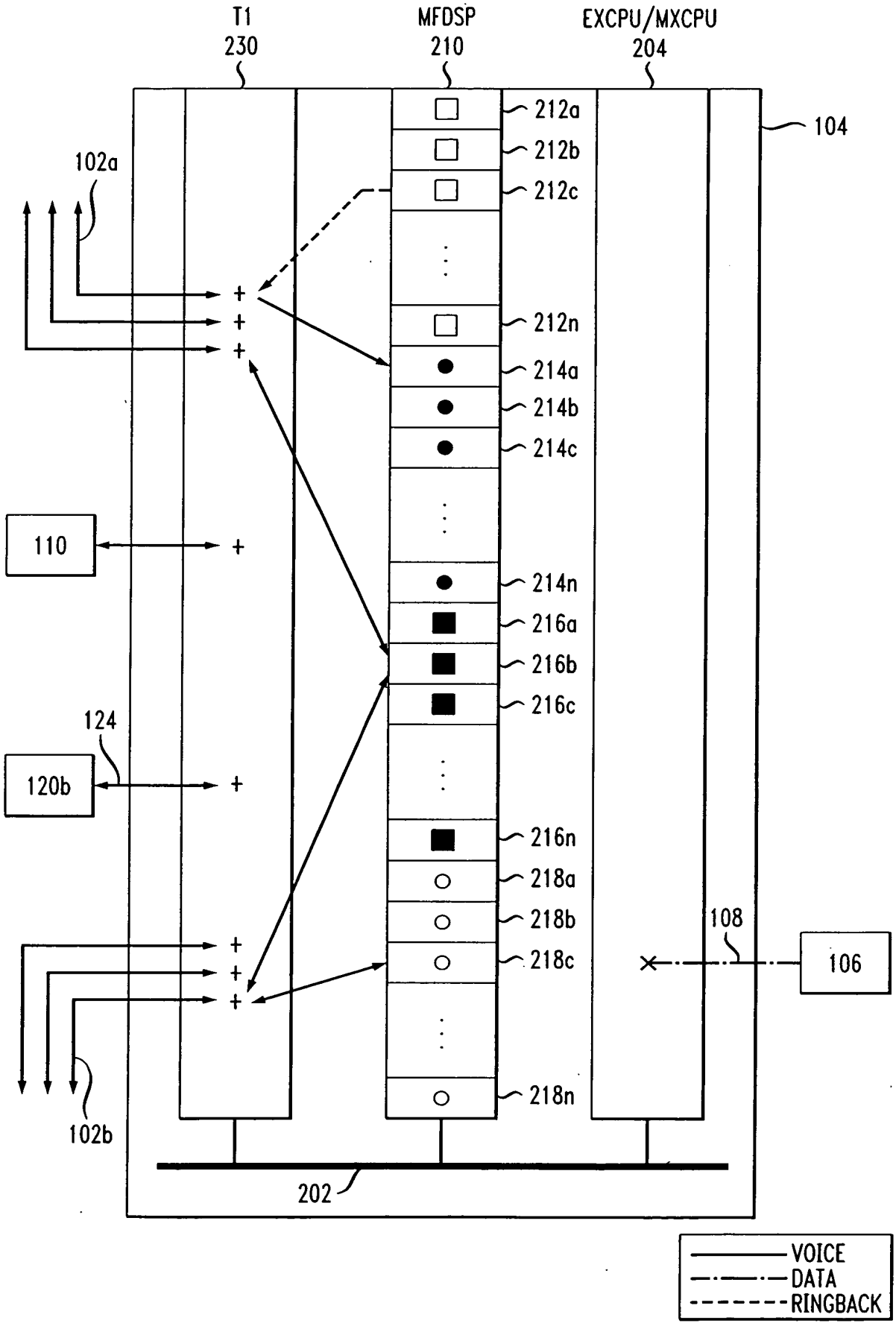

T1
230
MFDSP
210
EXCPU/MXCPU
204
212a
212b
212c
212n
214a
214b
214c
214n
216a
216b
216c
216n
218a
218b
218c
218n
104
102a
110
124
120b
108
106
102b
202
VOICE
DATA
RINGBACK

FIG. 3

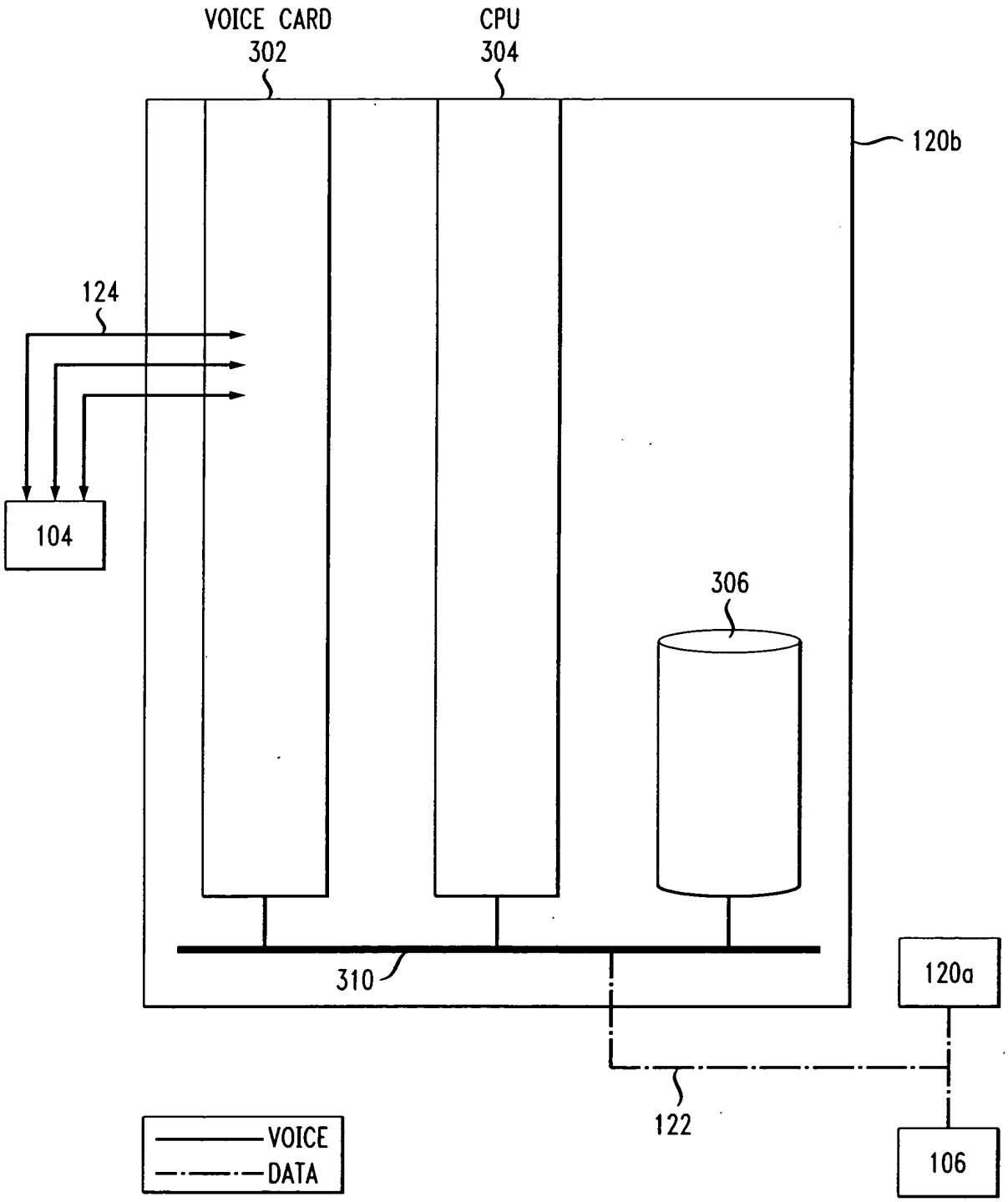

VOICE CARD
302
CPU
304
120b
124
104
306
310
120a
122
106
VOICE
DATA

FIG. 4A

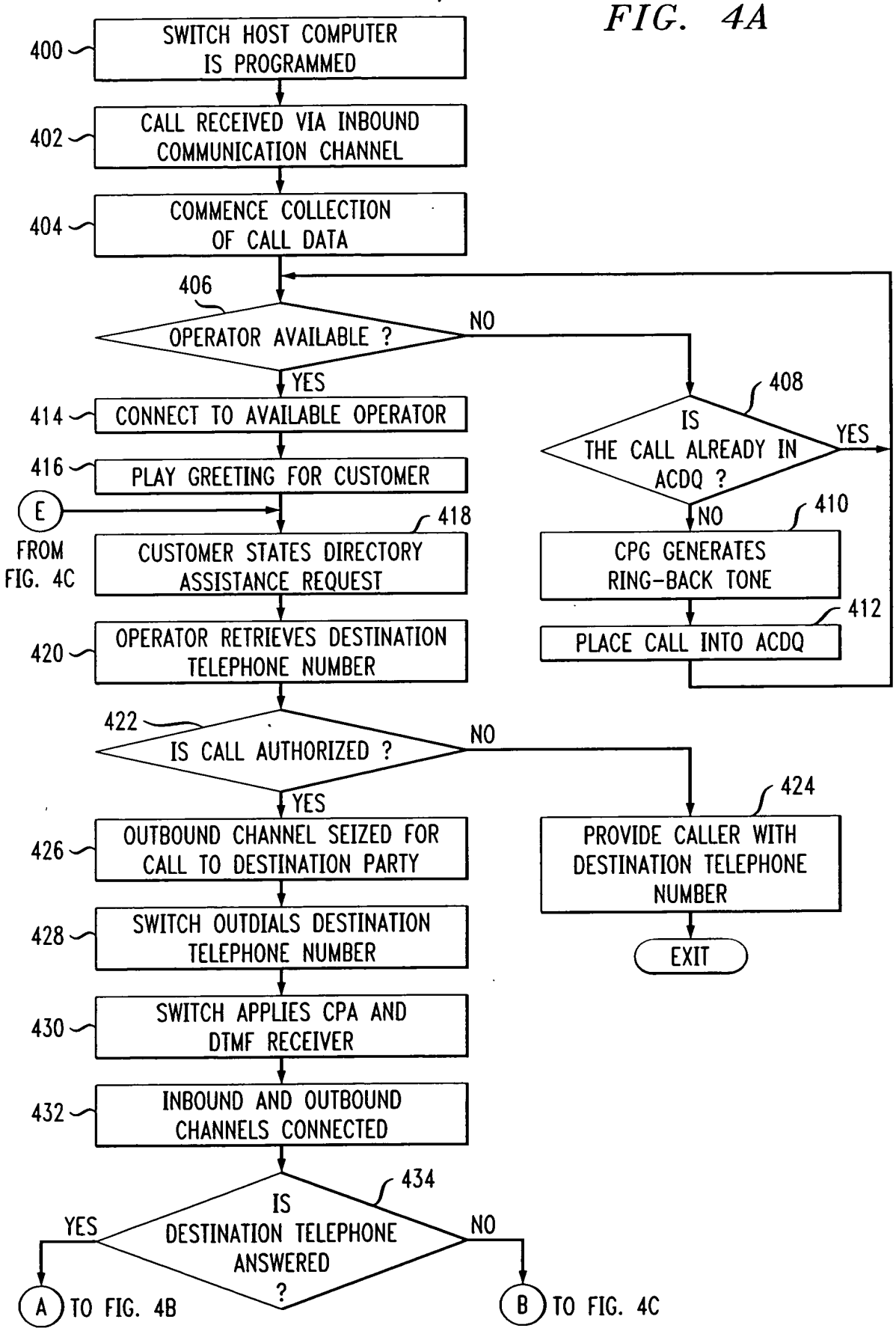

400
SWITCH HOST COMPUTER IS PROGRAMMED
402
CALL RECEIVED VIA INBOUND COMMUNICATION CHANNEL
404
COMMENCE COLLECTION OF CALL DATA
406
OPERATOR AVAILABLE ?
NO
YES
408
IS THE CALL ALREADY IN ACDQ ?
YES
NO
410
CPG GENERATES RING-BACK TONE
412
PLACE CALL INTO ACDQ
414
CONNECT TO AVAILABLE OPERATOR
416
PLAY GREETING FOR CUSTOMER
E
FROM FIG. 4C
418
CUSTOMER STATES DIRECTORY ASSISTANCE REQUEST
420
OPERATOR RETRIEVES DESTINATION TELEPHONE NUMBER
422
IS CALL AUTHORIZED ?
NO
YES
424
PROVIDE CALLER WITH DESTINATION TELEPHONE NUMBER
EXIT
426
OUTBOUND CHANNEL SEIZED FOR CALL TO DESTINATION PARTY
428
SWITCH OUTDIALS DESTINATION TELEPHONE NUMBER
430
SWITCH APPLIES CPA AND DTMF RECEIVER
432
INBOUND AND OUTBOUND CHANNELS CONNECTED
434
IS DESTINATION TELEPHONE ANSWERED ?
YES
NO
A
TO FIG. 4B
B
TO FIG. 4C

FIG. 4B

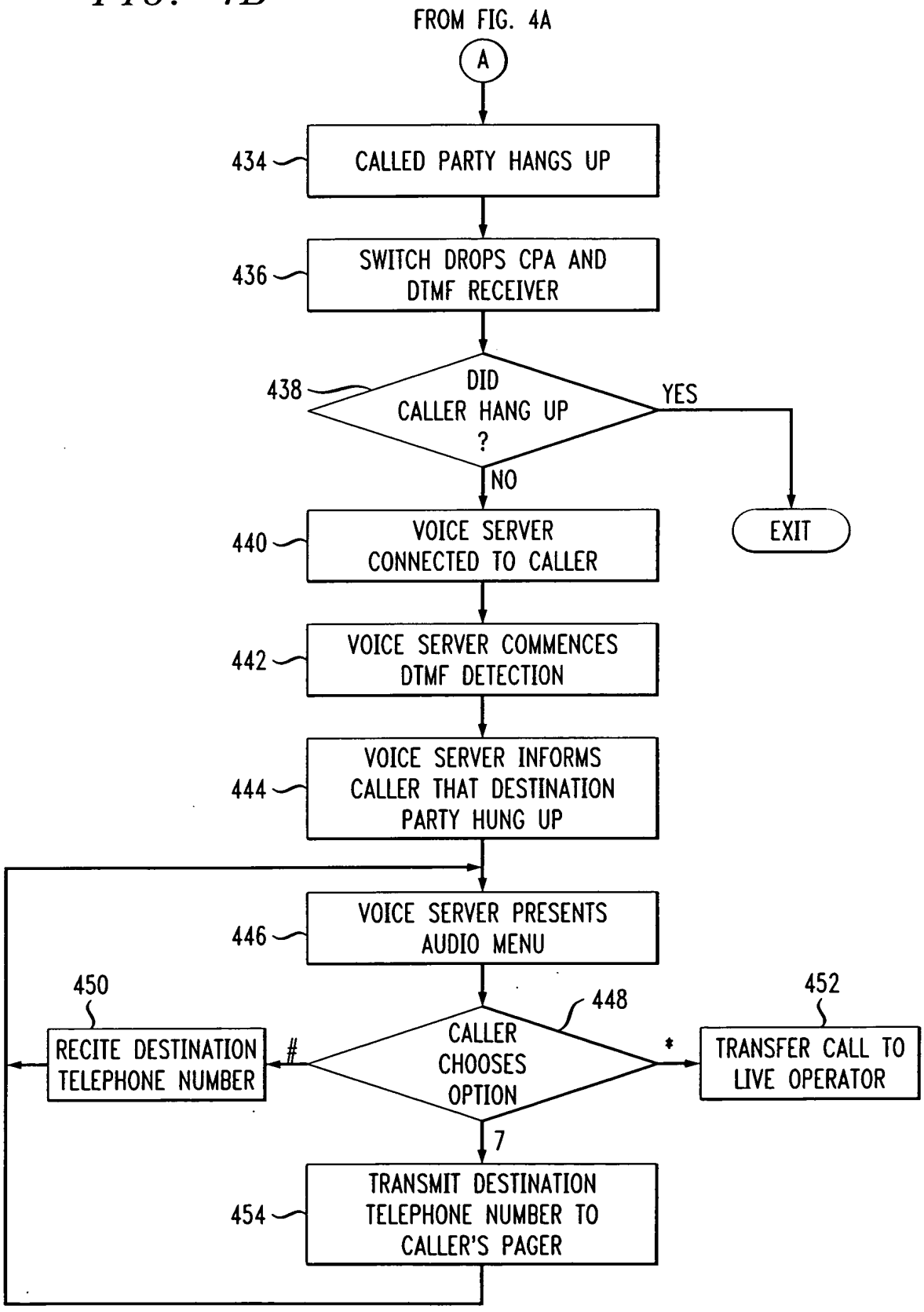

FROM FIG. 4A
A
434
CALLED PARTY HANGS UP
436
SWITCH DROPS CPA AND DTMF RECEIVER
438
DID CALLER HANG UP ?
YES
NO
EXIT
440
VOICE SERVER CONNECTED TO CALLER
442
VOICE SERVER COMMENCES DTMF DETECTION
444
VOICE SERVER INFORMS CALLER THAT DESTINATION PARTY HUNG UP
446
VOICE SERVER PRESENTS AUDIO MENU
448
CALLER CHOOSES OPTION
#
*
7
450
RECITE DESTINATION TELEPHONE NUMBER
452
TRANSFER CALL TO LIVE OPERATOR
454
TRANSMIT DESTINATION TELEPHONE NUMBER TO CALLER'S PAGER

FIG. 4C

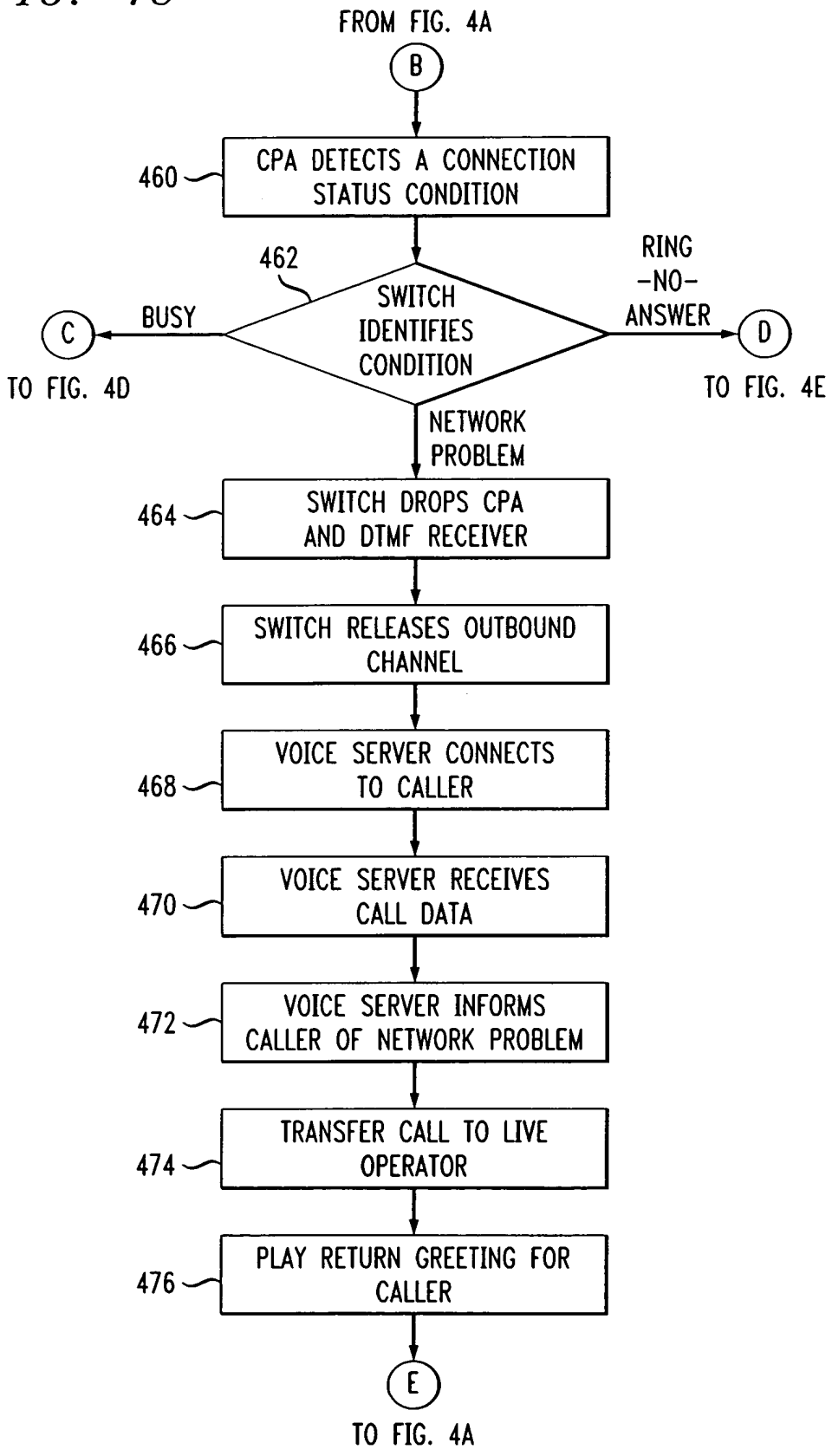

FROM FIG. 4A
B
460
CPA DETECTS A CONNECTION STATUS CONDITION
462
SWITCH IDENTIFIES CONDITION
BUSY
RING -NO- ANSWER
C
TO FIG. 4D
D
TO FIG. 4E
NETWORK PROBLEM
464
SWITCH DROPS CPA AND DTMF RECEIVER
466
SWITCH RELEASES OUTBOUND CHANNEL
468
VOICE SERVER CONNECTS TO CALLER
470
VOICE SERVER RECEIVES CALL DATA
472
VOICE SERVER INFORMS CALLER OF NETWORK PROBLEM
474
TRANSFER CALL TO LIVE OPERATOR
476
PLAY RETURN GREETING FOR CALLER
E
TO FIG. 4A

FIG. 4D

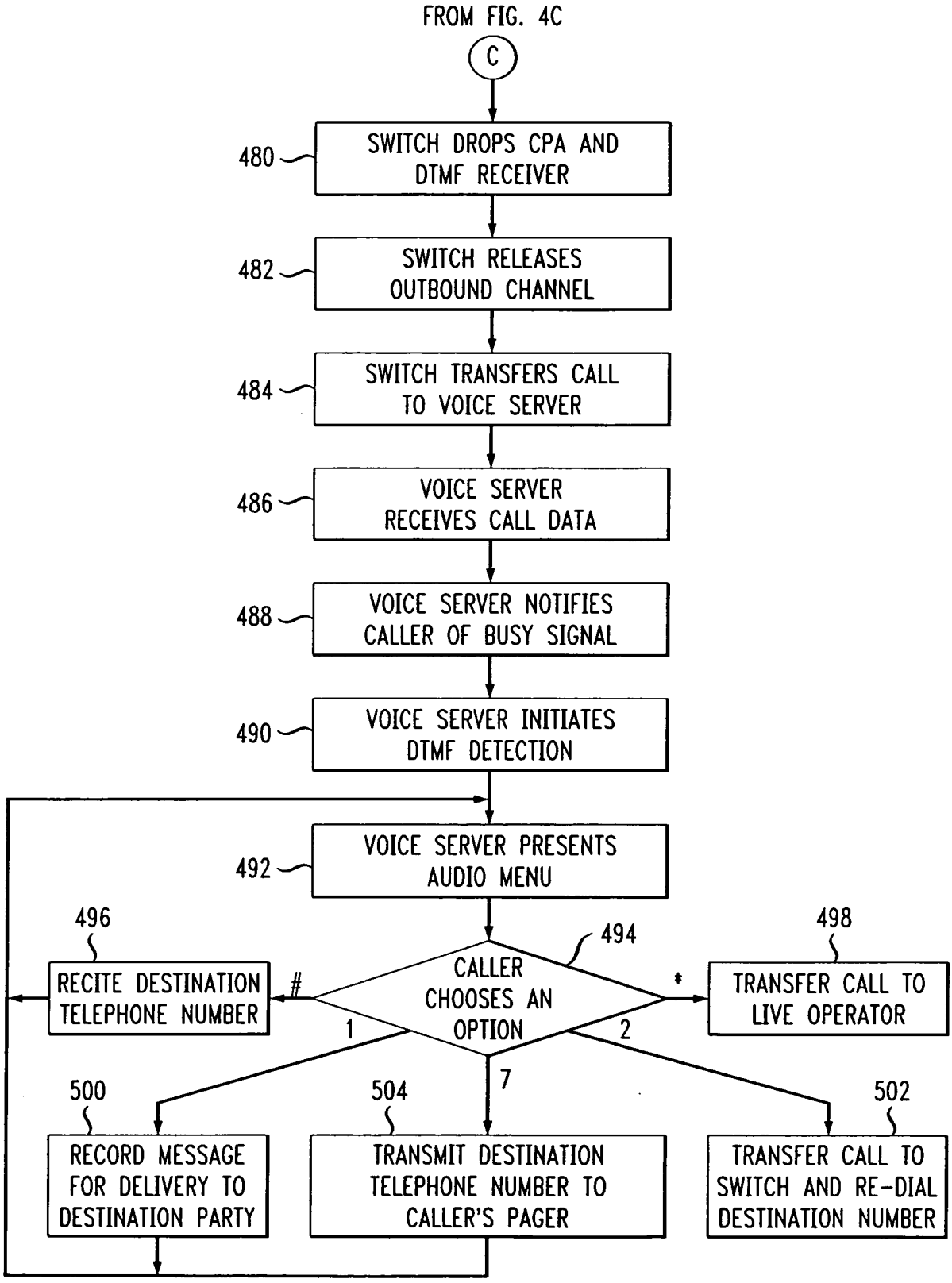

FROM FIG. 4C
C
480
SWITCH DROPS CPA AND DTMF RECEIVER
482
SWITCH RELEASES OUTBOUND CHANNEL
484
SWITCH TRANSFERS CALL TO VOICE SERVER
486
VOICE SERVER RECEIVES CALL DATA
488
VOICE SERVER NOTIFIES CALLER OF BUSY SIGNAL
490
VOICE SERVER INITIATES DTMF DETECTION
492
VOICE SERVER PRESENTS AUDIO MENU
494
CALLER CHOOSES AN OPTION
#
*
1
2
7
496
RECITE DESTINATION TELEPHONE NUMBER
498
TRANSFER CALL TO LIVE OPERATOR
500
RECORD MESSAGE FOR DELIVERY TO DESTINATION PARTY
504
TRANSMIT DESTINATION TELEPHONE NUMBER TO CALLER'S PAGER
502
TRANSFER CALL TO SWITCH AND RE-DIAL DESTINATION NUMBER

FIG. 4E

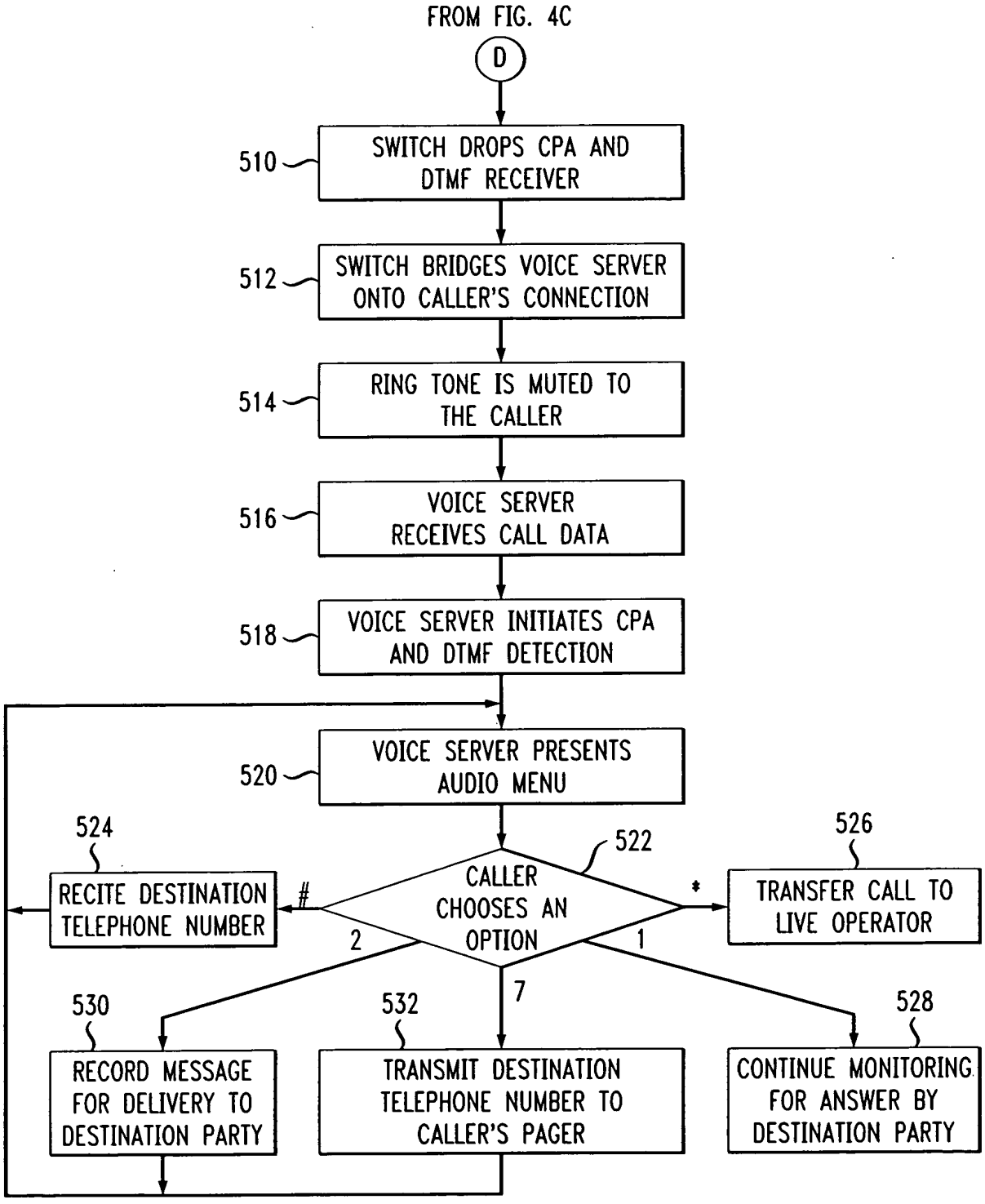

FROM FIG. 4C
D
510
SWITCH DROPS CPA AND DTMF RECEIVER
512
SWITCH BRIDGES VOICE SERVER ONTO CALLER'S CONNECTION
514
RING TONE IS MUTED TO THE CALLER
516
VOICE SERVER RECEIVES CALL DATA
518
VOICE SERVER INITIATES CPA AND DTMF DETECTION
520
VOICE SERVER PRESENTS AUDIO MENU
522
CALLER CHOOSES AN OPTION
#
*
2
1
7
524
RECITE DESTINATION TELEPHONE NUMBER
526
TRANSFER CALL TO LIVE OPERATOR
530
RECORD MESSAGE FOR DELIVERY TO DESTINATION PARTY
532
TRANSMIT DESTINATION TELEPHONE NUMBER TO CALLER'S PAGER
528
CONTINUE MONITORING FOR ANSWER BY DESTINATION PARTY

FIG. 5

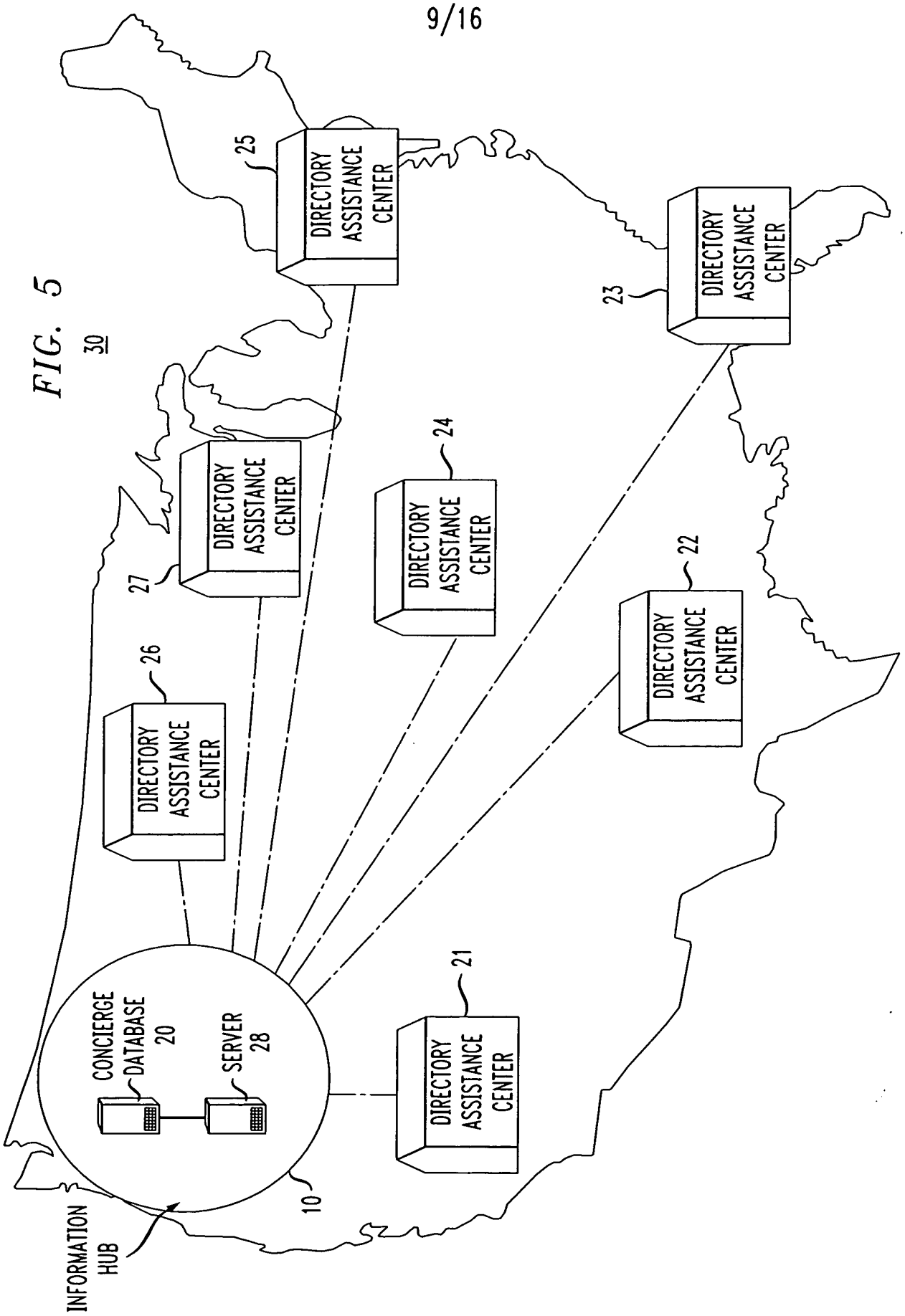

30
INFORMATION HUB
10
CONCIERGE DATABASE 20
SERVER 28
DIRECTORY ASSISTANCE CENTER
21
22
23
24
25
26
27

FIG. 6

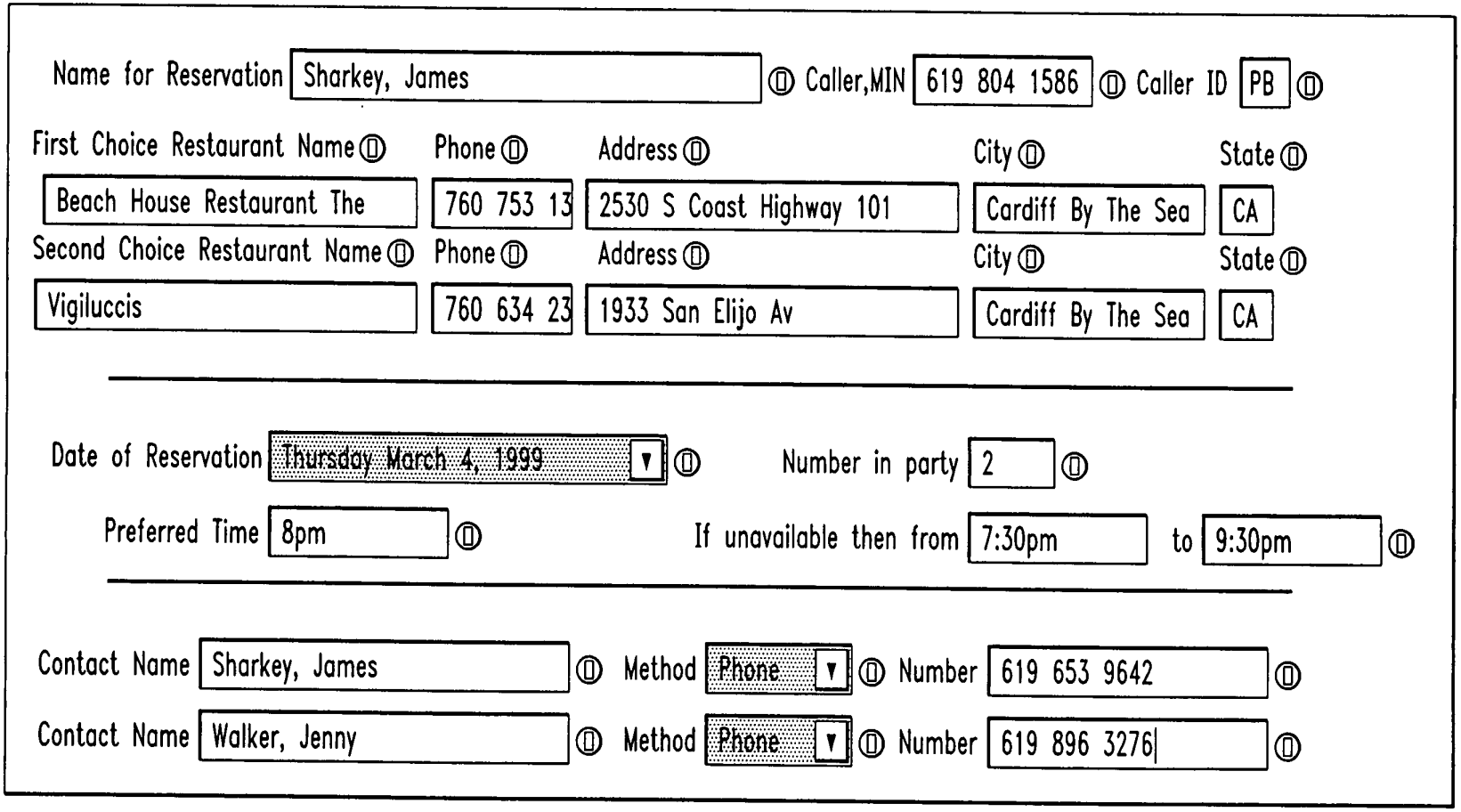

Name for Reservation
Sharkey, James
Caller,MIN
619 804 1586
Caller ID
PB
First Choice Restaurant Name
Phone
Address
City
State
Beach House Restaurant The
760 753 13
2530 S Coast Highway 101
Cardiff By The Sea
CA
Second Choice Restaurant Name
Phone
Address
City
State
Vigiluccis
760 634 23
1933 San Elijo Av
Cardiff By The Sea
CA
Date of Reservation
Thursday March 4, 1999
Number in party
2
Preferred Time
8pm
If unavailable then from
7:30pm
to
9:30pm
Contact Name
Sharkey, James
Method
Phone
Number
619 653 9642
Contact Name
Walker, Jenny
Method
Phone
Number
619 896 3276

FIG. 7

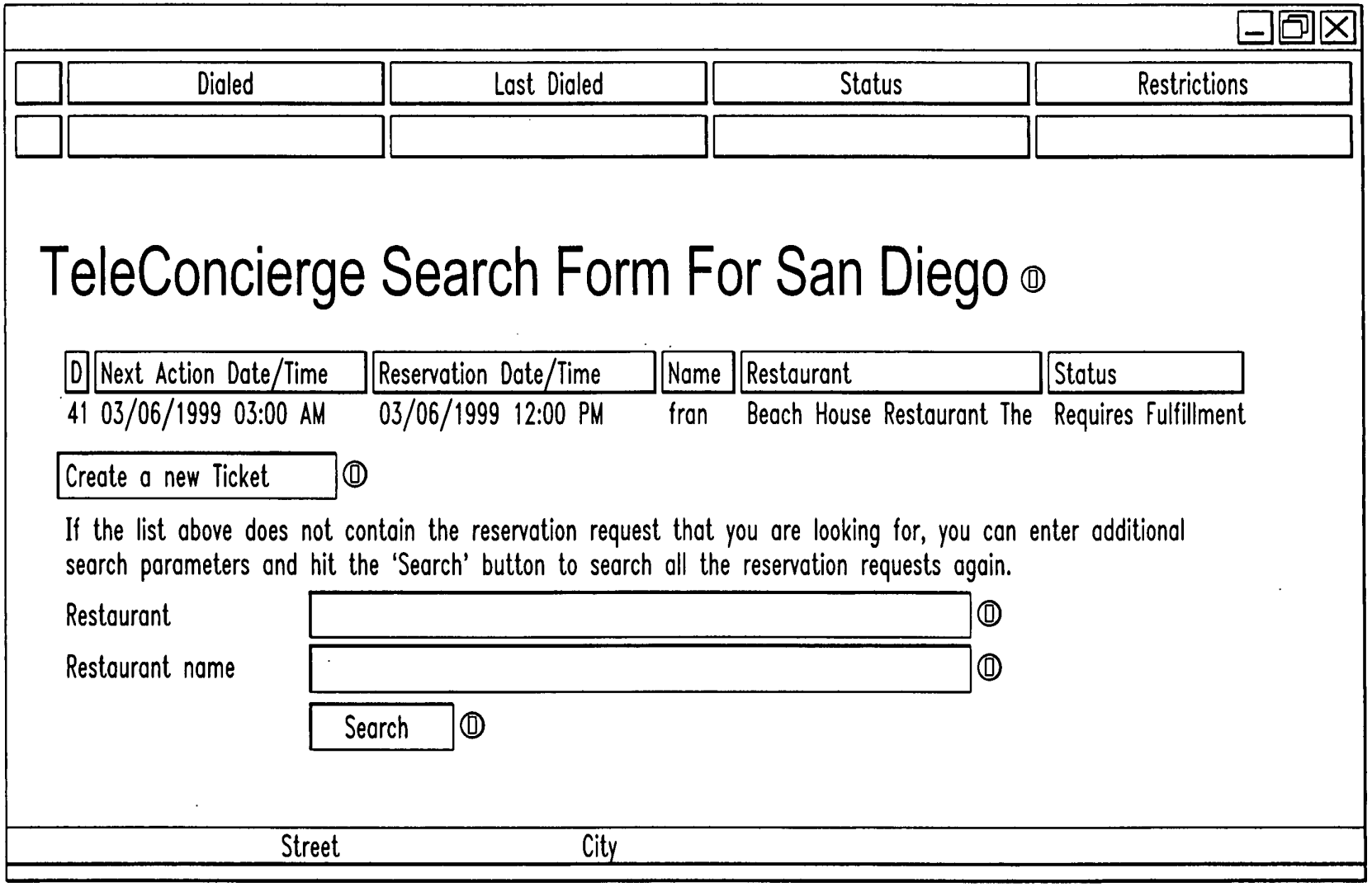

Dialed
Last Dialed
Status
Restrictions
TeleConcierge Search Form For San Diego
D
Next Action Date/Time
Reservation Date/Time
Name
Restaurant
Status
41 03/06/1999 03:00 AM
03/06/1999 12:00 PM
fran
Beach House Restaurant The
Requires Fulfillment
Create a new Ticket
If the list above does not contain the reservation request that you are looking for, you can enter additional search parameters and hit the 'Search' button to search all the reservation requests again.
Restaurant
Restaurant name
Search
Street
City

FIG. 8

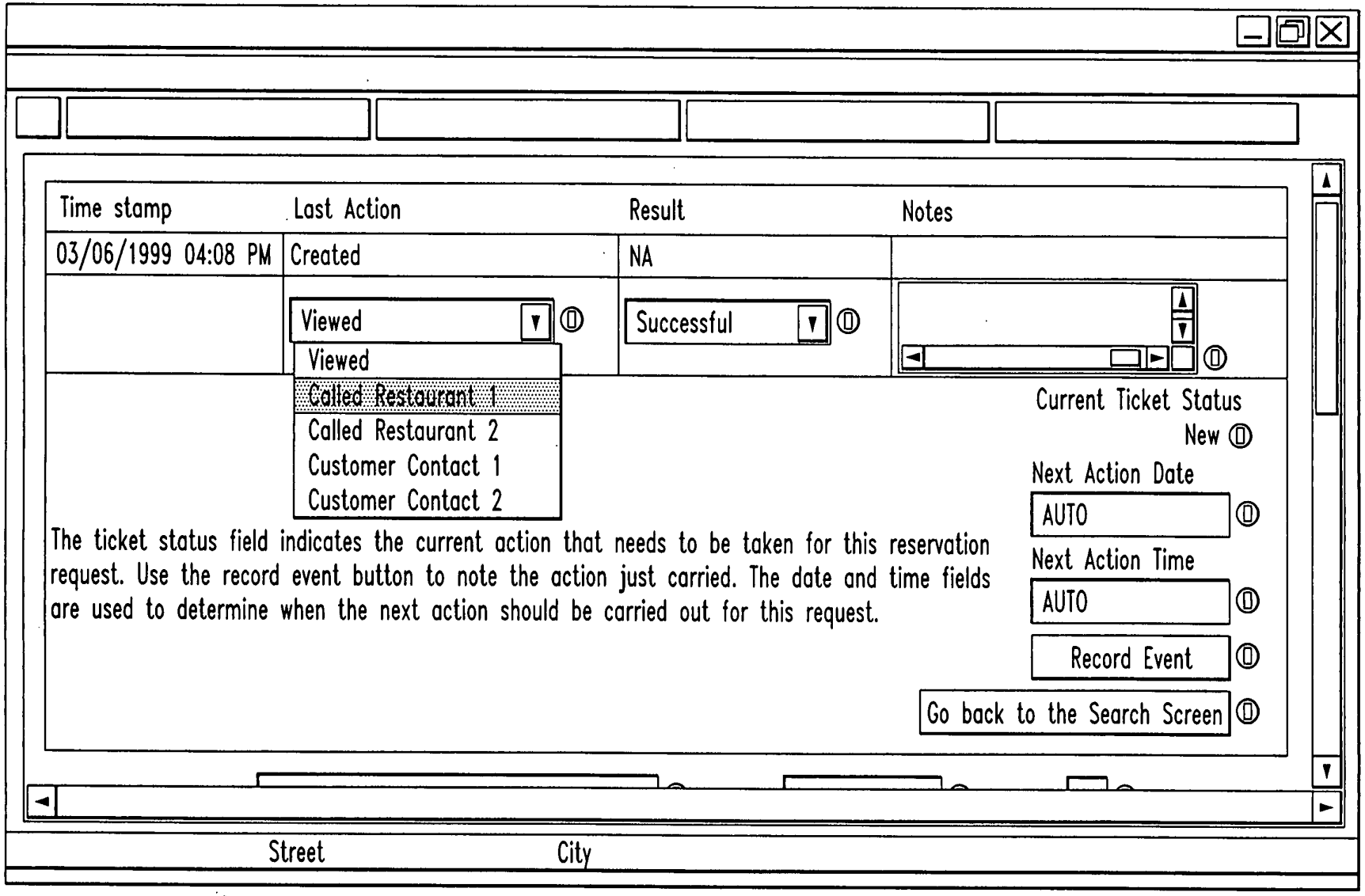

Time stamp
Last Action
Result
Notes
03/06/1999 04:08 PM
Created
NA
Viewed
Successful
Viewed
Called Restaurant 1
Called Restaurant 2
Customer Contact 1
Customer Contact 2
Current Ticket Status
New
Next Action Date
AUTO
Next Action Time
AUTO
Record Event
Go back to the Search Screen
The ticket status field indicates the current action that needs to be taken for this reservation request. Use the record event button to note the action just carried. The date and time fields are used to determine when the next action should be carried out for this request.
Street
City

FIG. 9

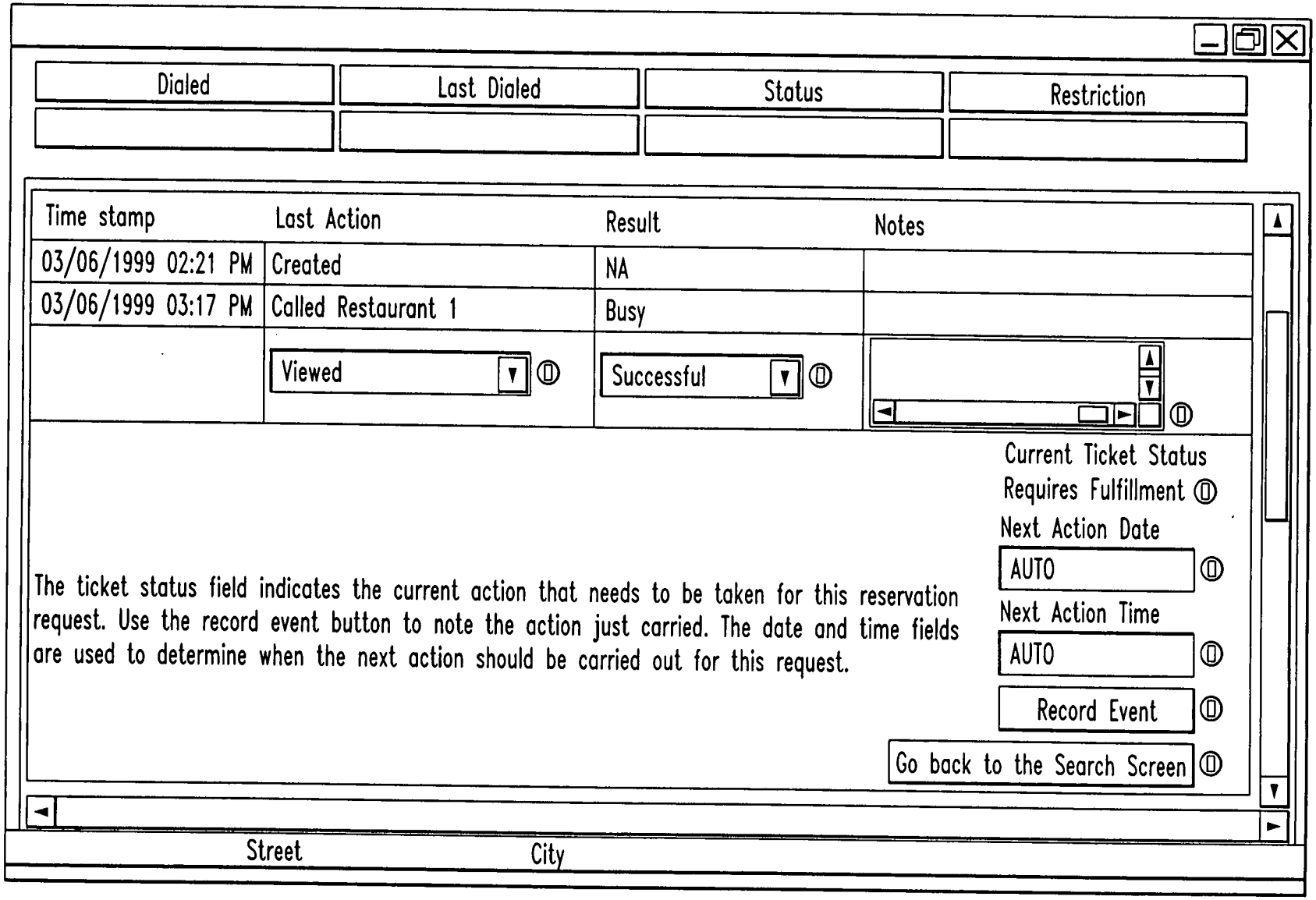

Dialed
Last Dialed
Status
Restriction
Time stamp
Last Action
Result
Notes
03/06/1999 02:21 PM
Created
NA
03/06/1999 03:17 PM
Called Restaurant 1
Busy
Viewed
Successful
Current Ticket Status
Requires Fulfillment
Next Action Date
AUTO
Next Action Time
AUTO
Record Event
Go back to the Search Screen
The ticket status field indicates the current action that needs to be taken for this reservation request. Use the record event button to note the action just carried. The date and time fields are used to determine when the next action should be carried out for this request.
Street
City

FIG. 10

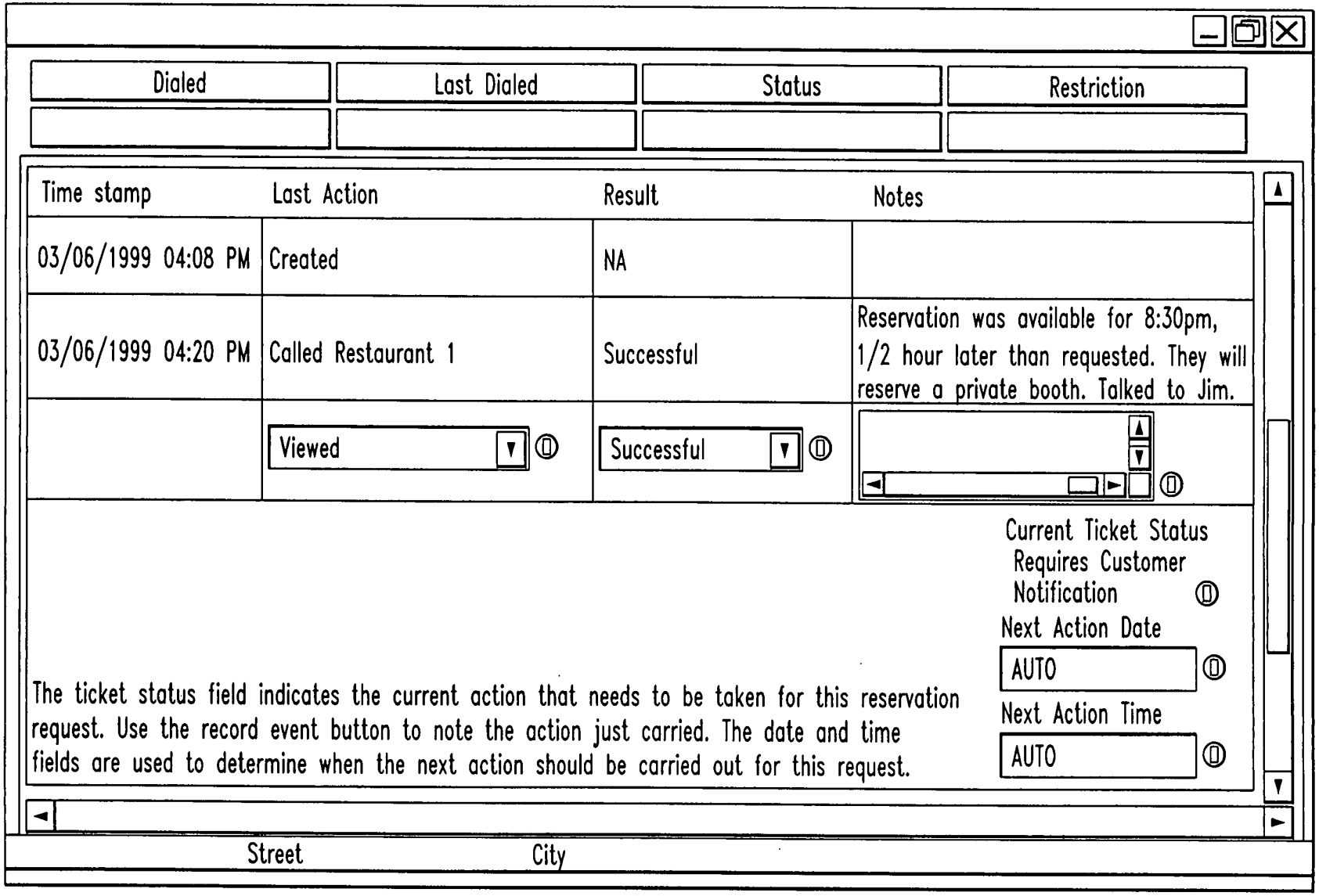

Dialed
Last Dialed
Status
Restriction
Time stamp
Last Action
Result
Notes
03/06/1999 04:08 PM
Created
NA
03/06/1999 04:20 PM
Called Restaurant 1
Successful
Reservation was available for 8:30pm, 1/2 hour later than requested. They will reserve a private booth. Talked to Jim.
Viewed
Successful
Current Ticket Status Requires Customer Notification
Next Action Date
AUTO
Next Action Time
AUTO
The ticket status field indicates the current action that needs to be taken for this reservation request. Use the record event button to note the action just carried. The date and time fields are used to determine when the next action should be carried out for this request.
Street
City

FIG. 11

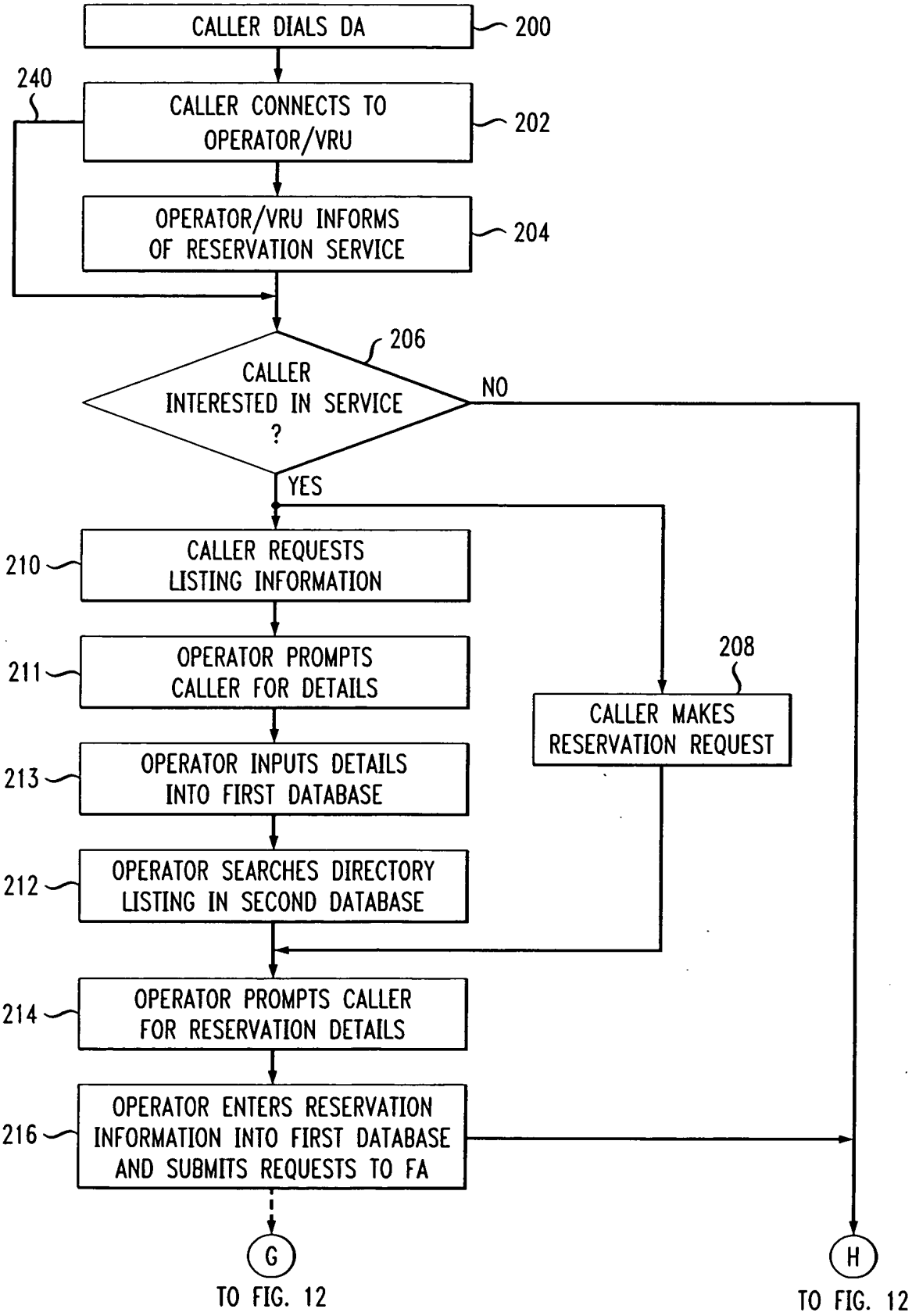
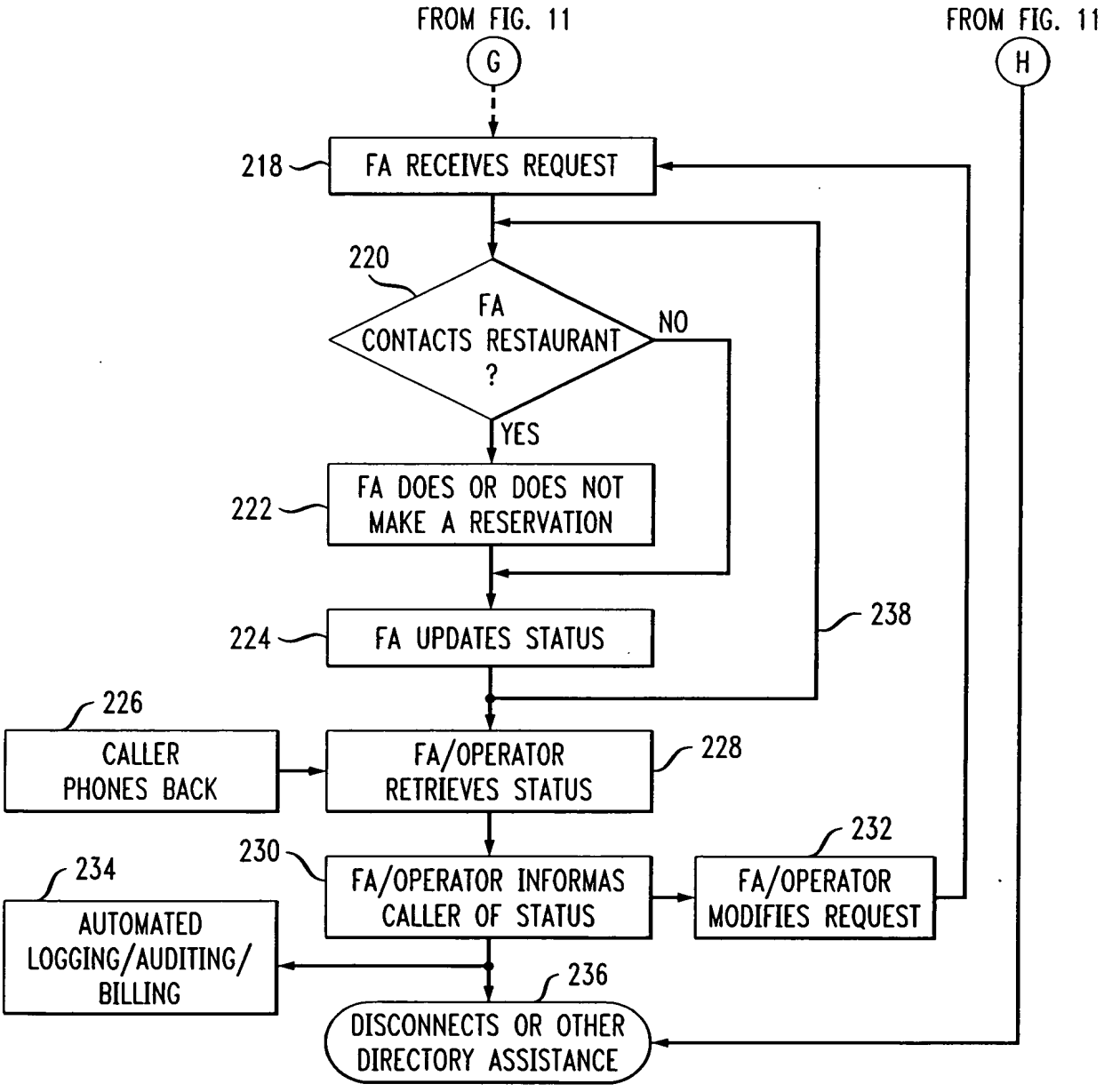

CALLER DIALS DA
200
240
CALLER CONNECTS TO OPERATOR/VRU
202
OPERATOR/VRU INFORMS OF RESERVATION SERVICE
204
206
CALLER INTERESTED IN SERVICE ?
NO
YES
210
CALLER REQUESTS LISTING INFORMATION
211
OPERATOR PROMPTS CALLER FOR DETAILS
213
OPERATOR INPUTS DETAILS INTO FIRST DATABASE
212
OPERATOR SEARCHES DIRECTORY LISTING IN SECOND DATABASE
208
CALLER MAKES RESERVATION REQUEST
214
OPERATOR PROMPTS CALLER FOR RESERVATION DETAILS
216
OPERATOR ENTERS RESERVATION INFORMATION INTO FIRST DATABASE AND SUBMITS REQUESTS TO FA
G
TO FIG. 12
H
TO FIG. 12

FIG. 12


FROM FIG. 11
G
FROM FIG. 11
H
218
FA RECEIVES REQUEST
220
FA CONTACTS RESTAURANT ?
NO
YES
222
FA DOES OR DOES NOT MAKE A RESERVATION
224
FA UPDATES STATUS
238
226
CALLER PHONES BACK
FA/OPERATOR RETRIEVES STATUS
228
230
FA/OPERATOR INFORMAS CALLER OF STATUS
232
FA/OPERATOR MODIFIES REQUEST
234
AUTOMATED LOGGING/AUDITING/ BILLING
236
DISCONNECTS OR OTHER DIRECTORY ASSISTANCE